

## Self-help improves fire station

**Staff spends free time, weekends to renovate abandoned rooms**

By Alexandra Williams

284th Base Support Battalion Public Affairs Office

In a unique self-help project, 12 first responders and fire communication operators of the Giessen fire station spent about 800 hours cleaning, painting, tiling and installing appliances in the abandoned rooms on the station's first floor to beautify their workplace.

"For the past 10 months the men spent weekends and their free time to renovate the abandoned rooms turning them into a classroom, a fitness room and a brand new bathroom," said fire station chief Karl-Heinz Rahn.

The project began when the station needed extra storage room for the fire extinguishers. "I suggested cleaning up the abandoned rooms and using them for storage. From there it just picked up," said Torsten Vetter, fire communication operator.

"Since there was a lot more space available we discussed making a classroom for fire warden training and a fitness room and also renovating the bathroom. All we had to do is get the OK from the Directorate of Public Works to get the rooms and the material," said fire inspector Andreas Hube.

"We estimated about \$3,500 for the material which meant we only needed to do a request; whereas, if I had to requested labor as well it would have become a project. This could have added up to about \$30,000," said Rahn.

"When he gave me the request and explained that his men wanted to do all the work in their own time at no cost to the Army and only asked for the materials I was impressed and I immediately agreed," said Birgit Welter, 284th BSB DPW.

The project started in October with its longest and most strenuous phase. "We had to clean up the trash and other stuff that was no longer needed and also tear down some walls to make room. Actually this phase was the roughest. Everybody helped whenever they had some free time," said Hube.

After the cleanup they began working on replacing the old ceiling and floors and the installation of the bathroom. The work experience of some of the men paid off as they could help each other.



Photo by Alexandra Williams

Michael Carle, fire communication operator at the fire station in Giessen, is one of the 12 volunteers who worked on the renovation project on weekends and in his free time. The station has more space available now because of their efforts.

"The biggest advantage we had is that most of the guys were craftsmen before they started working here. We have electricians, painters, carpenters and others. The guys were able to help each other out," said Rahn.

In July the completion of the project was celebrated with a barbecue. Coworkers and guests said they were impressed with the work.

"They saved the Army quite some money, and their can-do attitude proved they care for their fellow employees and the community," said Rahn.

"I find it very remarkable, especially because they did it on their own initiative," said Welter.

"They started work after their regular duty hours when they

were on on-call duty. Though they have to stay at the station, they could have used the time to rest and do other things. But they immediately went downstairs to work on the project. They did a great job," said fire inspector Thilo Schleich.

"Because of their efforts we can all enjoy more space. We have more storage space, a fitness room and a classroom for the community," said Bruno Schmiedel, another fire inspector.

"I am proud of our work. I've learned a lot on how to do things, and I learned that together we can do anything," said Vetter.

"I'd do it again. We had fun, and the project kept us busy during our standby time. I hope we'll start another project soon," said Rainer Hofmann.

## Community spotlight

### Riley second SORT award winner

Bill Riley, central processing facility and incoming training center manager, received the second 284th Base Support Battalion Separate Or Recycle Trash award. Riley was selected because he played a mayor role in getting the program started in the BSB and its tenant units and for his endless efforts in explaining the importance of recycling to incoming soldiers. Besides the award Riley received an AAFES gift certificate.

### School bus registration

The Giessen School Bus Office is open for summer registration. All returning students must register to ride the school bus in the new school year. Customer service hours are Monday to Friday from 9 a.m. to noon and 1-2 p.m. To schedule an appointment for a different time call the office in Butzbach at civ

(06033)60050.

### Care providers needed

The 284th Base Support Battalion Exceptional Family Member program seeks respite care providers for special needs children and adults. Training will be provided. Emergency placement care providers (formerly foster care) are sought for children at risk. Interested families must attend training. Call mil 343-7618 for details.

### Letters to deployed parents

Children up to age 10 can bring their handwritten letters or self-made drawings for their deployed parent to the Giessen and Friedberg libraries to be scanned and emailed to the parent. Don't



forget to bring the email address. For details call the Giessen Library at mil 343-1740.

### Weekend child care

Super Saturday child care is offered Aug. 9 at the Butzbach Child Development Center from 9 a.m. to 5 p.m., Aug. 16 from 9 a.m. to 5 p.m. at the Bad Nauheim CDC and Aug. 23 from 9 a.m. to 5 p.m. at the Friedberg CDC. Children must be 11 years or younger and CLEOS registered. For more information call Butzbach CDC at civ (06033) 67922, Bad Nauheim CDC at civ (06032) 83536 or Friedberg CDC at civ (06031) 81-3137.

### Job Search Workshop

The Army Career and Alumni Program hosts a two-day Job Search Workshop Aug. 19-20 from 8:30 a.m. to 4 p.m. Participants learn details about the entire job search process enabling them to apply those principals to their own careers. Spouses of transitioning soldiers are encouraged to participate. Sol-

diers are encouraged to begin the ACAP process one year before their ETS or two years before retirement, starting with the mandatory pre-separation counseling appointment. Soldiers considered for separation for other reasons should call ACAP as soon as possible. Orders are not necessary. Call Claire Sowinski at mil 343-9332 to register.

### Friedberg crafts

The Friedberg Arts and Craft Shop hosts a Design with Ribbons class Aug. 13 from 5-6 p.m. Cost is \$10. A Sculpey Jewelry class will be offered Aug. 14 and 28 from 5-6 p.m. Cost is \$15 including materials. For more information call mil 324-3266.

### Bulk trash pickup

The next bulk trash pickup date for all housing areas in the 284th Base Support Battalion is scheduled for Sept. 5.

## CYS sports program needs volunteers

### Departing coach shares insight on coaching children

By Alexandra Williams  
284th Base Support Battalion Public Affairs Office

The Child and Youth Service sports office depends on the volunteer coaches to provide children in the 284th Base Support Battalion with a variety of sport programs.

Staff Sgt. Paul King of Headquarters and Headquarters Detachment, 284th BSB, is one of many community members who volunteers his time as a coach for baseball, soccer and basketball for children age 4-9. "With the deployment to Iraq we have lost many very dedicated coaches, and the CYS sports office desperately seeks new people to sign up as coaches," said King.

King will soon be leaving Germany to take on a new assignment at Fort Leonard Wood, Mo. "Before I leave I'd like to encourage community members to step up and to become volunteer coaches. Everybody can help. You don't need to be an expert, parent or soldier to do it," he said. "I started coaching when I first arrived in the BSB in August 2000."



Photo by Alexandra Williams

Children enjoy a game of soccer at the Youth Services gym in Giessen. Volunteer coaches are sought for the upcoming sports season.

"When I signed up my oldest son Zachary, who was 6 years old at that time, for CYS sports, the staff told me they were looking for volunteer coaches," he said. When King was

told no experience was necessary to coach, he decided to give it a try. "I wanted my boys, Zach and Riley, as well as the other kids to have a chance to enjoy sports."

"To better understand the basic rules about the sports I would coach I went online to gather some information and attended the coach's clinic the CYS hosts before the season begins," he said.

King's wife, Darcy, completed every team King coached by becoming the team mom. "This way the entire family was able to spend time together," he said. "Actually being a coach was a good excuse to spend quality time with my sons. And I can have a direct influence on their development in sportsmanship and in their athletics," he said.

Before leaving Germany King talked to fellow soldiers at the BSB about volunteering. "But I also hope that family members, parents as well teen-agers volunteer to help the little ones. CYS needs all the help they can get. If one is not sure if he or she can be a coach, he or she should just talk to the CYS staff or maybe volunteer as an assistant coach. You are not only helping the kids in the community — it also forces you to be active. That's always something positive," King said.

For more information on coaching and other volunteer opportunities, the next coaches clinic and the beginning of the next season call Charles Horne, CYS sports director, at mil 343-6969.



# 284th BSB – Friedberg, Giessen

## Empowering spouses for battle at the home front

### Programs available to help military families through current deployment

By Alexandra Williams

284th Base Support Battalion Public Affairs Office

Deployments often confront spouses and families with their own battle at the home front—the combat against deployment stress and anxieties. The departure of their soldier left many spouses suddenly feeling isolated, insecure and confused.

“These are common experiences for military spouses, yet many believe they are the only ones feeling this way,” said Perry Tripp, Family Advocacy Program manager.

“Help is available, there are many organizations and services ready to assist them with the adjustment,” said Nancy Clopper, 284th BSB FAP educator.

The challenges spouses are experiencing are manifold. “We asked spouses what is causing them stress. The reasons vary from case to case,” said Clopper.

“Newly married spouses feel isolated, especially when they are coming to a new place like Germany. They don’t know anybody and their husbands are deployed,” she said.

“The same applies to foreign-born spouses for whom English is a second language. Feelings of loneliness, isolation and awkwardness living in a cultural setting that is new to them are common experiences for many military spouses,” she added.

“Some of them are new to the military community and its lifestyle; they are lacking the knowledge of military services and processes and that confuses them because they don’t

know where to ask for help or services,” she said.

“Others are suddenly facing single-parenting. They are concerned about the child’s supervision, daytime and after hour child care. Some told us that they feel as if they have no free time for relaxation,” Clopper said.

“Communication is another problem,” said Tripp. “Suddenly there is a lack of daily communication between spouses as well as (deployed) parent and child.”

“Many spouses and children are worried about the dangers of the deployment, and not hearing from their spouses is making them nervous. Hearing news about soldiers getting injured or even the death of soldiers causes tremendous stress,” Clopper said.

The lack of communication before the deployment is another reason for stress. “It could have been infidelity,

money or family issues causing the problem. The problem will not vanish during the deployment, but there are many offices where families can get counseling before it becomes a huge problem,” Clopper said.

“The same applies if the spouse is going through pregnancy while

the husband is downrange. There is the anticipation of the reunion between the spouses as well as the baby and dad and dad’s response and emotions toward the baby. If the baby was born before the deployment it is hard to exchange information about the baby’s development or making decisions on the baby’s child care. The entire responsibility lays on the spouse at home,” she said.

“The military lifestyle can be confusing when the soldiers are in garrison, but we know many families feel even more confused and isolated in the absence of the soldiers. But help is available,” said Tripp.

**“Newly married spouses feel isolated, especially when they are coming to a new place like Germany.”**  
— Nancy Clopper, FAP educator

### Services available

#### ASC support

✕ Newcomers Orientation and Welcome workshops give insight on the Army and the local community. ✕ Army Family Team Building classes help in understanding the military lifestyle. ✕ Information and referral clerks help find individual support. ✕ Outreach programs offer support and empower families. ✕ The New Parent Education and Support Program assists parents. ✕ Hearts Apart luncheons are hosted for spouses. ✕ The Victim Advocate office helps in case of existing spouse abuse. For more information call ACS in Giessen at civ (0641) 402-7618, ACS in Friedberg at civ (06031) 81-3465 and the Butzbach Outreach Center at civ (06033) 925329.

#### Child care opportunities

✕ Ask if your FRG and friends can help with child care problems. ✕ Family Child Care providers offer after hour and hourly care. ✕ Check with CLEOS in Building 4 on the Giessen Depot about programs for children, Parent’s Night Out and Super Saturday child care opportunities. Call Heather Irvin at civ (0641) 402-8216. ✕ Call the Red Cross at civ (0641) 402-1760 for certified babysitters. ✕ Call the library at civ (0641) 402-7713 for their children programs. ✕ The Exceptional Family Member program helps with special needs programs. Call Florine King at civ (0641) 402-6040 for details.

#### Counseling

✕ Local chaplains are available for counseling. Call the Giessen Chaplain’s office at civ (0641) 402-8020. ✕ Family counselor David Lawler is available for family and marriage counseling. He can be reached at mil 345-4035.

## Notes from the 284th BSB command section

### We are here to serve you

By Lt. Col. Bart U. Shreve

284th Base Support Battalion commander

Guten Tag, to all in the 284th Base Support Battalion community. First let me say thanks to everyone for the warm welcome my family and I have received since our arrival to the Giessen-Friedberg community. Although this is our first tour in Germany we already feel like we are part of the community. I also want to thank Col. Dave Bender for the great job he did for the 284th BSB and bid him and his family a fine farewell.

Guten Tag wünsche ich Ihnen allen in der 284. BSB. Zuerst möchte ich Ihnen allen für die freundliche Begrüssung, die mir und meiner Familie hier in Giessen-Friedberg zuteil wurde danken. Obwohl dies das erste Mal ist, dass wir in Deutschland stationiert sind, fühlen wir uns schon jetzt als Teil dieser Gemeinschaft. Auch möchte ich Oberst Dave Bender für seine grossartige Arbeit hier danken, sowie ihn und seine Familie herzlichst verabschieden.

Since this is my first contribution to the *Herald Union* I will keep it short. I just want to make a couple of points. The first is that from Friedberg to Giessen the 284th BSB is there to serve the soldiers, families, the civilian work force and retirees who live and work within the 16 installations and sub-installations that make up our footprint.

tions that make up our footprint.

Dadies mein erster Beitrag in dieser Zeitung ist, werde ich mich kurz fassen und nur ein paar Punkte darlegen. Als erstes sei gesagt, dass es die Aufgabe des 284. BSB, von Friedberg bis Giessen ist, den Soldaten, Familien, Zivilisten und Rentner, die in unseren 16 Liegenschaften leben und arbeiten, zu dienen.

The second point is that the 284th cannot improve the quality of life and service within the area without your help. I encourage everyone to provide us your suggestions and recommendations on how we can improve your community. We can only change what we know needs changing.

Zweitens sollen Sie wissen, dass das 284. BSB nicht in der Lage ist, ohne Ihre Hilfe die Lebensqualität zu verbessern. Ich möchte Sie alle ermutigen uns Ihre Vorschläge zur Verbesserung dieser Militärgemeinde mitzuteilen. Wir können nur das ändern wovon wir wissen, dass es der Änderung bedarf.

Lastly Command Sgt. Maj. Francis and I intend to be out in this great community as much as possible. This will allow us an opportunity to get personally involved with what is happening. We look forward to meeting as many of you as possible. Until next time — Auf Wiedersehen.

Zuletzt möchte ich Ihnen sagen, dass ich zusammen mit Command Sergeant Major

Francis beabsichtige, mich so oft wie möglich in dieser wunderbaren Community aufzuhalten. Bis zum nächsten Mal — Auf Wiedersehen.

### Some basic facts

By Command Sgt. Maj. Keith A. Francis

284th Base Support Battalion command sergeant major

### The reassignment process

Lately we have received a large number of complaints on the reassignment process. Due to the current deployment, the process for reassignments has changed. The Division G1 (fwd) assumed responsibility of the process and all soldiers deployed in support of Operation Iraqi Freedom will be handled through this office.

Soldiers on assignments downrange will receive a levy briefing and have their orders cut by the Division G1 and the forward element of Charlie Detachment, 55th Personnel Service Battalion. Once the orders are cut, the soldier will receive a copy. Copies of those orders are also sent via email to the reassignment section of the 55th PSB, which will distribute those copies to the soldier’s unit. The unit will then contact the spouse so that he or she can pick up a copy of the orders to begin clearing.

The reassignments section in Friedberg

helps soldiers returning from Iraq, who have discrepancies with their orders. The PSB also assists soldiers returning without orders in getting a copy sent from downrange.

Soldiers who did not deploy need to contact their rear detachment S1 office and schedule a levy briefing so that they can receive their orders.

### POV resale lot

The 284th BSB now has a privately owned vehicle resale lot located behind the old Military Police station on Giessen Army Depot. Prior registration of the vehicle required.

### SORT and trash

In the scope of the 284th BSB SORT program awards will be given in the housing area once a month to the person who is deemed to have done an outstanding job.

We are having problems in the housing areas with trash. Parents are letting children who are too small take the trash out unsupervised. The children put the trash down in front of the containers and that trash just sits there until someone else picks it up. That is a violation of the housing policy. To help correct this issue there will be people in the housing areas taking pictures of those who violate this policy. So be aware.

The bottom line is that Lt. Col. Shreve and I ask that you help us make our community a cleaner and better place in which to live.

# 284th BSB – Friedberg, Giessen



Photo by Alexandra Williams

Soldiers and community members join Sgt. David B. Parson's wife, Mary, during a memorial service at the Friedberg Chapel July 16. Photo right: Command Sgt. Maj. Michael Bush, 1st Armored Division command sergeant major, pays his respects to Parson at a memorial service held by 1-37th Armor in Baghdad.



Photo by Spc. Andrew Meissner

## Remembering a fallen comrade

By Spc. Shauna McRoberts and  
Alexandra Williams  
1st Armored Division and 284th Base  
Support Battalion Public Affairs Offices

The death of Sgt. David B. Parson of Friedberg's 1st Battalion, 37th Armor Regiment, in Iraq left fellow soldiers and community members in shock.

Parson, a cavalry scout assigned to Headquarters and Headquarters Company, 1-37th Armor, was killed July 7 while on patrol in Baghdad.

Soldiers from 1-37th Armor bid good-bye to Parson in a memorial service held in Baghdad July 12. Local community members had a chance to pay their last respects during a memorial service in Friedberg July 16.

Born on July 28, 1972, in California, the former Marine joined the Army in 1995 as a power generation equipment repairer. In 2002 he attended the Armored Cavalry Scout Course at Fort Knox, Ky. After graduation in February of this year, Parson reported to Ray Barracks in Friedberg and quickly became an integral part of the 1-37th scout platoon.

Called a true American hero by 1-37th Armor commander Lt. Col. Gary Bishop, Parson was remembered by friends as an outstanding leader who was truly committed to his soldiers.

"It was for the men to his right and left that he made the ultimate sacrifice," said 1st Lt. Joseph Ruzicka, scout platoon leader with

HHC, 1-37th Armor.

"He continually demonstrated what a noncommissioned officer in the United States Army should be," said Capt. Matthew Jesop, HHC commander, 1-37th Armor.

During a service held at the Friedberg Chapel July 16, one day before his sixth wedding anniversary, his wife Mary, fellow soldiers and community members came together to remember Parson.

"He is a hero by pure definition because he had it all — determination, discipline, courage, respect, selfless service, and he cared for his soldiers. He led by example from the front," said Sgt. Josh Lemieux of HHC, 1-37th Armor.

"I only met David once but there are so

many things to say about him," said 284th Base Support Battalion Chaplain (Maj.) Marshal Peterson.

"He was a comrade in arms but he was much more than that," Parson loved Mexican food, motorcycles, his soldiers and the Arabic people, especially the children. "He even learned the language to be able to talk to them," he said.

"When David died he was not alone. He had his buddies around him and the Lord was with him all the time."

Parson was posthumously awarded the Bronze Star Medal and the Purple Heart.

He is survived by his wife Mary, his children Haley, Fischer and Wilson, and his parents.

## Stewart receives letter from first lady

By Alexandra Williams  
284th Base Support Battalion Public Affairs Office

Reginald Stewart may be popular with community children, but he never thought his efforts on behalf of the Giessen Library would gain the attention of first lady Laura Bush.

In addition to being named the 2003 Federal Library and Information Center library technician of the year, he also received a thank-you letter from Bush.

Stewart was recognized for his work in helping introduce a new children's outreach program using the storymobile, and featuring stories as part of the library's summer reading program. He helped prepare 1,500 boxes containing over 40,000 books for distribution among Department of Defense Dependents School libraries in the 284th Base Support Battalion, and helped bring the Giessen and Friedberg libraries online.

"I was shocked and surprised when I received the letter," said Stewart. "It came through official mail. I thought it was regular mail, and then I read the sender's address."



Photo by Alexandra Williams

Reginald Stewart displays the letter he received from Laura Bush thanking him for his dedicated work.

The first lady sent a letter including her thanks for "the tireless dedication to provide outreach services to the soldiers and families in your overseas community."

"She included three photos of herself, one of the president, a photo of both of them together, a photo of Air Force One and a photo of the first dog as well," he said. "It really means a lot because Mrs. Bush took the time to write it and send it to me."

"He deserves the recognition, and we are all so proud of him," said Ann Burski, 284th BSB librarian.

Coworker Gabriele Denhardt said Stewart still feels a little awkward about the attention this award has brought him. "He came to us in 1999 and he was very quiet then. It took him a while to open up. The only time he is open and happy is when he is around children — reading stories to them or giving them instructions," she said.

"I am not used to all the attention. I am a private person," said Stewart. "Shortly after being nominated everybody asked me for an interview. I had all this attention. One day I started turning the requests down. I appreciate the interest, but the stardom is not for me. I appreciate the award, and I am really proud of the letter, but now it's time to concentrate on work again."

# 414th BSB – Büdingen, Hanau

## Around the community ... Around the community

### Dog day 5-K walk/run

The Pioneer Fitness Center will host a 5-K fun walk and run for community members and their two-legged friends Aug. 30. Register at 9:30 a.m. and start walking at 10 a.m. Certificates will be given to all participants and doggy treats to the first five finishers. All dogs must bring a two-legged friend to walk. For information call the Pioneer Fitness Center at mil 322-8197.

### School orientation

Argonner Elementary School will host a new student and parent orientation Aug. 15 at 9:30 a.m. The purpose of the orientation is to provide new students and their parents an opportunity to learn about Argonner Elementary School and view the facility. Principal David Trukositz and assistant principal Monica Harvey will be on hand to meet with parents and address any questions.

### HCSC annual bazaar

The Hanau Community Spouses Club holds its annual bazaar Oct. 24-26 in Building 1313 on Fliegerhorst Kaserne. All local Family Readiness Groups and nonprofit organizations are invited to participate. There is a registration fee of \$75 of which \$50 is reimbursable after the event. For details contact HCSC president Bianca Moton at civ (0160) 9105 2378, [bianca.moton@us.army.mil](mailto:bianca.moton@us.army.mil), bazaar chairperson Heather Whetstone at civ (06183) 928 147, [M\\_hwhet@hotmail.com](mailto:M_hwhet@hotmail.com) or FRG chairperson Rose Mary Buckley at civ (06181) 906 3792, [Rose.mary.buckley@us.army.mil](mailto:Rose.mary.buckley@us.army.mil).

### School bus registration

Parents must register children for school bus transportation at the Hanau School Bus Office located in Hanau High School, Room 125, Monday to Thursday from 8:30 a.m. to noon, 1-3 p.m.; and Friday from 8:30 a.m. to noon and 1-2 p.m. For information and assistance call civ (06181) 906 9911/58/59 or fax civ (06181) 906 9919.

### Seeking volunteers for Thrift Shop

The Hanau Community Spouses Club seeks volunteers for the Thrift Shop on Wolfgang Kaserne. Volunteering at the Thrift Shop provides an opportunity to get busy, support the community, make friends and sharpen marketable skills. Contact the volunteer coordinator at mil 322-9524. The store is located in Building 504, 2nd floor, on Wolfgang Kaserne and is open Tuesday from 10 a.m. to 2 p.m., Thursday from noon to 6 p.m. and Saturday from 11 a.m. to 3 p.m. for consignments, but not shopping. Call civ (06181) 88-8847 for information.

### New 565th commander

Lt. Col. Jose M. Ramos took command of the 565th Engineer Battalion, 130th Engineer Brigade, in a ceremony at one of Saddam Hussein's former palaces on the banks of the Tigris River July 15. His most recent assignment was as brigade executive officer of the



Photo by Dennis Johnson

### Miles of tape for the USO

Summer hires Tiffany Howard, Mickey Bruner and Brandon Boswell stack 2,000 rolls of packing tape donated to the Hanau USO. "I heard on AFN that the USO needed tape and assorted packing materials to send the vast amounts of donated items to our soldiers downrange," said Leonon Trawick, 104th ASG Transportation Division chief. "So I thought of the moving companies that service our community here. I called Horst Bauer of the Christ Moving Company and

asked if he would donate a few rolls of tape and help put me in touch with other moving companies that might be willing to donate. He asked me, 'How much do you need?' When I said, 'a lot,' he told me he'd send a truck over in an hour with 2,000 rolls. They delivered it right to the front door of the USO." The tape will be sent to the USO regional center to be used to package boxes of donated goods for soldiers downrange.

2nd Infantry Division Engineer Brigade at Camp Howze, Korea. Outgoing commander Lt. Col. Richard M. Hornack Jr. moves on to become director of the Battle Lab, U.S. Army Engineer School, at Fort Leonard Wood, Mo.

### CPR and first aid class

The American Red Cross will conduct a two-day community Cardio Pulmonary Resuscitation and first aid class Aug. 23 from 9 a.m. to 2 p.m. and Aug. 24 from 1-4 p.m. The first day will cover CPR and the second day will cover first aid. Cost for the class is \$30, which includes textbooks. Classes fill up quickly so register early at the Red Cross Office in Building 4, 3rd floor, on Pioneer Kaserne. Call mil 322-8205/1760 for details.

### Children's scrapbook

Children can make a scrapbook about their summer activities or make memory books for their parents to see when they return from deployment at Hanau Army Community Service Aug. 14 from 3-5 p.m. Materials will be provided free of charge — just bring imagination, pictures and other items to put into the scrapbook. Scrapbook making will take place in the ACS conference room, Building 9 on Pioneer Kaserne. Call mil 322-8965 or civ (06181) 88-8965 for details.

### ACAP workshop

The Army Career and Alumni Program will conduct two-day pre-separation briefings and job assistance workshops in Building 11, Room 302, from 8:30 a.m. to 4 p.m. Aug. 12-13,

Aug. 26-27, Sept. 9-10 and Sept. 23-24. Call mil 322-8356 or civ (06181) 88-8356 to sign up.

### ACS computer lab

Army Community Service has 13 computers available for soldiers, family members and other authorized users to send email, do school work, manage finances, browse the web or prepare a resume. All computers have Internet access as well as MS Word, Excel and PowerPoint software. The computers are in Building 9, Room 104 and Classroom 2 on Pioneer. Hours of operation are Monday, Tuesday, Thursday and Friday from 9 a.m. to 5 p.m., and Wednesday from 9 a.m. to 7 p.m. It is open on USAREUR training holidays, but closed weekends and federal holidays. For information call mil 322-9191.

### Building coordinators briefing

There will be a mandatory briefing for all 414th Base Support Battalion building coordinators assigned to government owned or leased quarters Aug. 21 at 1 p.m. in the Evening Star Theater on Pioneer Kaserne. The briefing is in response to the large turnover in housing because of the Iraq deployment. The meeting will brief all building coordinators on their duties and responsibilities. Units will be notified to release soldiers to attend. For information contact Pamela Allen at mil 322-8397/8982, [allenp@bsbhsg.hanau.army.mil](mailto:allenp@bsbhsg.hanau.army.mil), or Sgt. 1st Class Wortmann at mil 322-8419, [paul.wortman@bsb.hsg.hanau.army.mil](mailto:paul.wortman@bsb.hsg.hanau.army.mil).

### Watch care workers needed

The Hanau Protestant Women of the Chapel have contracts available for watch care workers. Workers are needed Thursdays from 8:30 a.m. to noon during the 2003-2004 school year. For information call Roberta Hoback at civ (06181) 520 422 or Sgt. 1st Class Holcomb at civ (06181) 889 599.

### Fun 5K run/walk

Join the third annual Women's Equality Day 5-K run/walk Aug. 26 at the Pioneer Fitness Center. Register from 7-7:45 a.m. The run starts at 8 a.m. The first 100 to register get a free T-shirt. For more information contact Sgt. 1st Class Gayden at mil 322-8012/8021, [donna.gayden@104asg.army.mil](mailto:donna.gayden@104asg.army.mil) or Valerie Evans at mil 322-1540, [valerie.evans@104asg.army.mil](mailto:valerie.evans@104asg.army.mil).

### Protestant Women

Protestant Women of the Chapel in Büdingen will hold their fall kick-off Aug. 27 at 9 a.m. in the chapel on Armstrong Kaserne. Join them for fellowship and fun. PWOC is open to all women and child care is provided. For more information contact Amy Taylor at [ain13@aol.com](mailto:ain13@aol.com) or civ (0604) 297 9119.

### Mistic juice safe

Mistic orange carrot juice, production code CT40116E3, which was removed from commissary shelves last week, has been determined to be wholesome. According to the final laboratory report from the U.S. Army Veterinary Command Food Analysis and Diagnostic Laboratory, results from unopened samples of the juice revealed the product was microbiologically safe. Results from open samples of juice revealed some fermentation of the product. Commissary shoppers may purchase this product with confidence, but are encouraged to carefully re-cap and promptly refrigerate any unused portion of the juice.

### Reaching SATO Travel

SATO Travel is experiencing problems with its military phone lines, mil 322-8435/8436. This problem will continue until further notice. For travel reservations call civ (06181) 95370 or the SATO European Reservations Center toll free at mil 236-8418, or (800) 1007 102. The European Center is open Monday through Friday from 8 a.m. to 8 p.m., and Saturday and Sunday from 11 a.m. to 6 p.m. Travelers can also access the SATO website at [www.satotravel.com/usareur](http://www.satotravel.com/usareur) to make reservations.

### Hispanos Unidos

Do you want to be involved in the Hanau Hispanos Unidos Committee? Come and join them in planning and preparing for Hispanic Heritage Month festivities. The first meeting will be on Aug. 28 at 6 p.m. in the Pioneer Fitness Center. For more information contact Sgt. 1st Class Gayden at mil 322-8012, [Donna.gayden@104asg.army.mil](mailto:Donna.gayden@104asg.army.mil). Para mas informacion llama al Sr. Torres, mil 322-8197/8565 [torrese@hanau.army.mil](mailto:torrese@hanau.army.mil).



# 414th BSB – Büdingen, Hanau



Photos by Dennis Johnson

Workers lay down the first of three layers of asphalt after removing 70-year-old cobblestones on Pioneer Kaserne.

## Paving smooths roller coaster roads

**By Dennis Johnson**  
414th Base Support Battalion  
Public Affairs Office

It's been a long hot summer of digging and paving on Hanau's Pioneer Kaserne. Even as the construction of new gates and guard stations was being finished, work began to smooth out some of those rolling roads around the casern.

"It was truly a roller coaster ride coming in; an undulating exercise in driving," says Jay Martinek, chief of the Engineering, Plans and Services Division of the 414th Base Support Battalion Directorate of Public Works.

The basalt cobblestone roads were originally laid down in the 1930s when the casern was built for the German Bundeswehr. After 70 years of hard use by heavy military vehicles, natural amounts of soil settling and the upward thrust of tree roots, the smooth surface of the roads was seriously damaged.

Through the years, a patchwork of asphalt in spots helped even out many of the bumps, but it was time to do the job right. The Army awarded a contract to the German construction company, Grötz, and the work began of tearing up the old cobblestones.

The substructure was strength-

ened and smoothed where necessary, and Grötz finished the road with three new layers of smooth asphalt.

The old cobblestones are piled high in places around Pioneer waiting to be hauled away. If you pick up and inspect one of the black basalt blocks, you'll find it to be about five inches on a side and you'll immediately see which side felt the tires and tracks of thousands of military vehicles.

What'll happen to all those 70-year-old cobblestones? According to Charles H. Hall Jr., the contractor's representative, they've been sold to a German town for use in their historic district. By letting the contractor sell the cobblestones, the Army reduced the net cost of the construction. So Pioneer's cobblestone road will live on in a scenic German town for



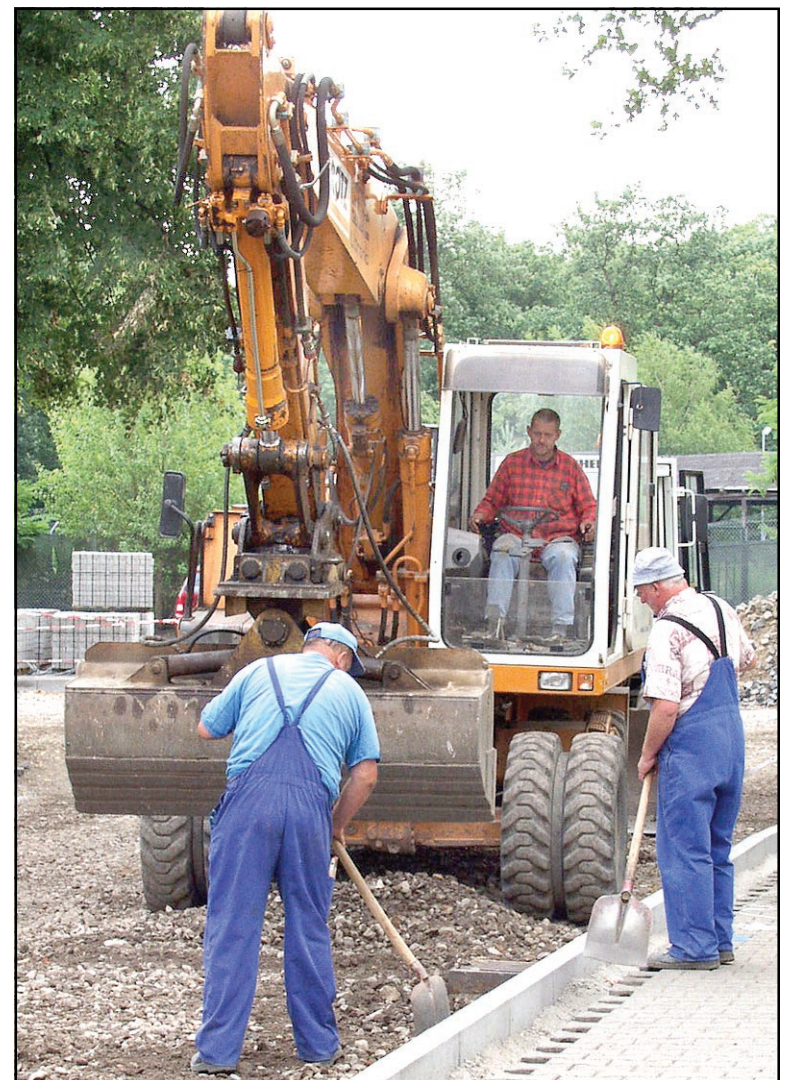
These cobblestones will pave the streets of an historic German city.

years to come, and the 414th will have smooth roads instead of a rolling ride.

"This is the only major road project in the 414th BSB at this time, although some minor work is being done in the housing areas," says Martinek. "The inner loop from Buildings 9 to 28, the main spoke running from the parade field east to Building 11, and the small loop around the community mail room should be finished by July 18."

The present work is being done in the order of greatest need and a follow-on contract will be awarded to complete the renovation of all the roads on Pioneer. "The outer ring will still need to be done, it's all based on funding, so we do as much as we can, when we can," says Martinek.

Former 414th BSB commander, Lt. Col. Jerry L. Mraz, aka "the Trashman," was as concerned about safety as he was about trash. The cobblestone roads were not only uneven and potholed, creating a driving safety issue, they also become very slippery when wet. Mraz was worried about people slipping on the wet stones. His efforts were instrumental in getting work started on the roads and he was happy to know as he left Hanau that the work was well under way, Martinek said.



A strong substructure is laid down before paving can begin.



# 414th BSB – Büdingen, Hanau

## Survey aims to better customer service

### 414th Base Support Battalion customer satisfaction survey

**T**he 414th BSB staff is striving for excellence in customer service and is interested in your opinion. Please take a few minutes to fill out this short survey. Upon completion, fax it to mil 322-9160, civ (06181) 88-9160 or mail it to Commander 414th BSB, ATTN: Customer Service Team, Unit 20193 Box 0003, APO AE 09165-0003. Be sure to write "MPS" on the envelope for free postage. Thanks.

**How satisfied are you with the staff, programs and services the 414th BSB currently provides?**

☐ Very Satisfied

☐ Satisfied

☐ Dissatisfied

**At which facility within the 414th BSB have you received the best customer service?**

Optional: Please explain.

**At which facility within the 414th BSB have you received the least satisfactory customer service?**

Optional: Please explain.

**Which improvements would you like to see to existing programs and services within the 414th BSB?**

**Which additional programs and services would you like to see offered within the 414th BSB?**

**Comments:**

**Optional**

Name:

Phone:

Email:

**Commentary by  
Christine Kumpel**

*414th Base Support Battalion  
Public Affairs Office*

The soldiers, civilians and family members who live and work in the 414th Base Support Battalion have every reason to take pride in this outstanding community. They live and work in the "most improved installation in U.S. Army Europe" in the Army Community of Excellence category, according to the judgment of an independent external jury in 2002.

Far from resting on the laurels bestowed upon it from the outside, 414th BSB officials are determined to take an even closer look inside.

The 414th BSB leadership has realized that if the BSB wants to continue to strive for excellence it must focus on its day-to-day customers and ask them a few vital questions such as, "How satisfied are you with the staff, programs and services the 414th BSB currently provides?" Or, "Which improvements would you like to see to existing programs and services?" or "Which additional programs and services would you like to see offered within the 414th BSB?"

Accurately identifying the areas for improvement within the 414th BSB will require the customers' cooperation, i.e. your cooperation. The more input, the better.

Your opinions are essential for the success of this survey; the greater number of customers who voice their opinion; the more areas for improvement will be identified.

The consolidated results of the survey will provide an even clearer picture of the 414th BSB's performance and allow the leadership to start working on enhancing the strengths and minimizing the shortcomings.

All you need to do is fill out the survey printed in this issue and fax it to the Customer Service Team at mil 322-9160, civ (06181) 88-9160, or mail it through the Military Postal System to Commander 414th BSB, Attn: Customer Service Team, Unit 20193 Box 0003, APO AE 09165-0003.

### Survey online

You may also fill out the survey online by going to the 414th BSB website at [www.hanau.army.mil](http://www.hanau.army.mil).

The Customer Service Team will collect the surveys and forward them to the 414th BSB commander and executive officer. The 414th BSB command group will take appropriate action and keep you posted on the improvements or changes resulting from the survey.

Only if the leadership knows what needs attention and improvement will the Hanau Army community become the best it can be.



### Yoga classes at Pioneer Fitness Center

Jamie Council (center), who is eight months pregnant, teaches yoga at the Pioneer Fitness Center every Tuesday and Thursday from 5-6 p.m. Contact the Pioneer Fitness Center for more information or just come out for a class. Each yoga session costs \$3 or \$30 for 12 sessions.